

### **Intern Program Introduction**

Forthright is offering a paid 4-week internship, \$300 per week. Interns will compete for an extended internship, adding an additional 12 weeks. Interns who complete the 16-week program compete for a full-time job opportunity at Forthright.

### **Goals for Forthright**

- Create or find new talent in a cost-effective manner.
- Host 20-25 Interns per year across 2-3, 16-week sessions.
- Out of those interns, find resources that excel in our Forthright culture and working environment and at programs ending, offer a full-time position.
  - Interns will have the opportunity to perform existing positions.
  - Interns will have the opportunity to become part of a new group with skills and innovative ideas to deliver solutions on Google Cloud Platform.
- During the program, Interns will help staff, provide back for our staff, and Forthright agrees to pay for certification exams, first try only.

### **Goals for Intern**

- Compete to earn a spot in a long-term intern program and ultimately a career with Forthright (First 4 Weeks).
- Learn, receive training, and participate in the following over a 16-week period. (Weeks 5-16, See Below).
- Build Skills to earn a competitive spot as a new hire at Forthright.
- Earn Citrix and/or Google Certifications (GCP Architect Certification, Most valuable high paying certification available).

### **Week 1: Learn and shadow Service Desk Operations**

- Trouble Tickets
- Service Requests
- Change Control
- Reporting

### **Week 2: Learn and shadow Help Desk Operations**

- Monitoring
- Troubleshooting
- Incident Management
- SLA Prioritization
- Escalation Events
- Reporting
- Manager Workstream
- Documentation & SOP's

## Weeks 3-4: Gain work experience

- Participate in Service Desk Work Shifts
- Leverage & Exercise the above skills

## **Extended Intern program (Invitation only)**

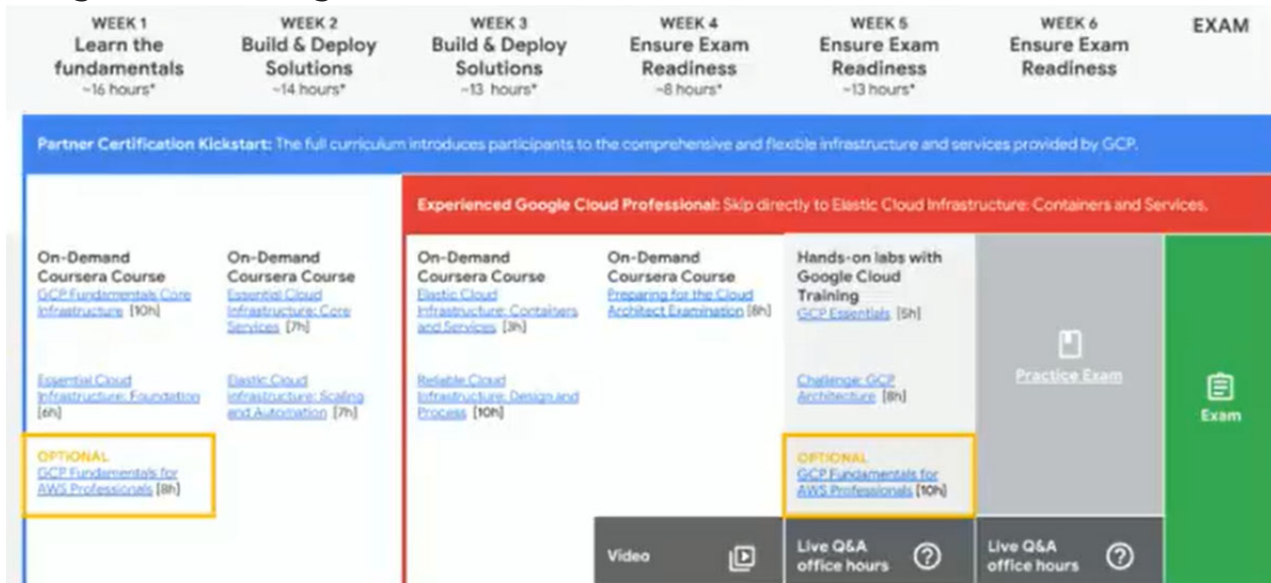
## Weeks 5-6: Learn and Shadow Professional Services

- Project Management
- Research & Documentation
- Design & Provisioning
- Advise Workstream
- Build Workstream

## Weeks 6-16: Training you will have access to:

- Google Cloud Training & Labs
- Itopia Provisioning Training
- Citrix Cloud Training

## Google CGP Training and Lab Timeline:



## **NOTE:**

According to Global Knowledge, the GCP Architect certification was rated as the #1 paying / Valuable IT certification in the market place.

### **Tools Interns will learn:**

- Week 2, Autotask PSA
- Week 3, Microsoft Teams (Collaboration), SharePoint (Collaboration)
- Week 4, Continuum (Monitoring & Help Desk Tools), Backup & Disaster Recover Tools)
- Week 5, ITGlue (Documentation Tool)

### **Activities you can participate in (Invitation only):**

- After Week 3
  - Daily Stand Up Meetings for Professional Services Team
  - Change Advisory Board Meetings (CAB's)
  
- After Week 5
  - Project Status Meetings
  - Lunch & Learn Sessions
  
- After Week 6
  - Innovation Fridays
  - Innovation Jam Sessions (Meet Ups)
  
- After Week 8
  - Certification Based Training
  - Research or Development Projects
  
- After Week 10
  - Production Projects

### **NOTE: Please refer all questions regarding the Forthright Intern Program to:**

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IT Operations Manager  
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Steve Zoberg  
Chief Operating Officer  
Mobile: 305.203.8514

### **Links to Learn more about Forthright:**

- **Culture:**

<http://www.forthright.com/about/our-culture/>

- **History:**

<https://www.crn.com/news/channel-programs/300079391/time-for-a-name-change-msp-synergy-becomes-forthright.htm>

- **How we help our clients with Digital Transformations:**

As back to back Citrix Innovation Award Finalist, Forthright Technology Partners takes a different approach to IT. One founded in expertise, best practices, and a commitment to honesty, integrity, and providing value to their customers. Working with Royal Caribbean Cruise Line, Forthright architected and deployed a global application delivery solution that enabled RCCL to deliver an exceptional customer experience - from booking, to cruising, to planning the next vacation - all powered by Forthright's solution.-

<https://www.youtube.com/watch?v=Tu8BallFDLs>

- **How to have fun while educating prospects about our solutions, Products, and Vendor Partners.**

a. <http://www.prweb.com/releases/2018/05/prweb15470481.htm>

b. <https://vimeo.com/forthright>

c. <https://www.linkedin.com/company/forthright-technology-partners/?viewAsMember=true>